generalwireless

eSMS Outlook User Guide
Version 4.6

Version: A

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1 Introduction

Thank you for choosing General Wireless eSMS Outlook (MO). MO extends your Microsoft® Outlook® with SMS and MMS functionality. It makes communication easier and more fun, whether you use it in the office or at home.

This guide will help you get started with MO, from the installation to exploring most of the features.
If you are a Windows Vista operating system user, figures shown in this documentation might seem slightly different and you may get some extra security questions from the operating system about whether you want to continue to or not with different operations.

Please note that MMS and Reply to inbox functionality only works if it is supported by your service provider.

This document refers to the MO version 4.5.

1.1 Revision History

Revision	Date	By	Comment
PA1	2007-11-06	Johan Mårdfelt	New format and template
A	2007-11-06	Johan Mårdfelt	
A	2008-01-22	Johan Mårdfelt	Changed name of document
A	2008-03-20	Leif Dunell	Update to version 4.4
A	2008-04-28	Leif Dunell	Update to version 4.5, Calendar reminder change
A	2008-05-19	Kent Lidström	Update to version 4.6, Contact lists

Document owner: Johan Mårdfelt

2 Installation and requirements

2.1 Requirements

MO has the following requirements in order to work properly:

What	Comment
Internet	Internet access
OS	Microsoft Windows 2000, Windows XP or Vista with the latest service packs installed.
Outlook	One of the following versions of outlook installed: • Outlook, 2000 • Outlook XP • Outlook 2003 • Outlook 2007 Please note the Outlook must also be the default email client.

2.2 Installation

If you have a previous version of MO or eSMS Outlook installed on your computer, you must first uninstall it. Please refer to the Uninstall section for information on how to uninstall the program.

If you are using Microsoft® Office®, it is important that you close down all Office windows before installing MO.

Locate the install file, and double click it to execute the installation program. Note that the name of this file may vary; check with your system administrator if necessary.

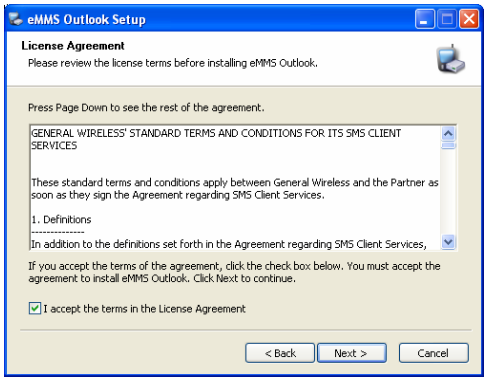
2.3 Installation guide

A startup dialog is displayed when the installation is run.

eMMS Outlook Setup
Welcome to the eMMS Outlook Setup Wizard
This wizard will guide you through the installation of eMMS Outlook.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

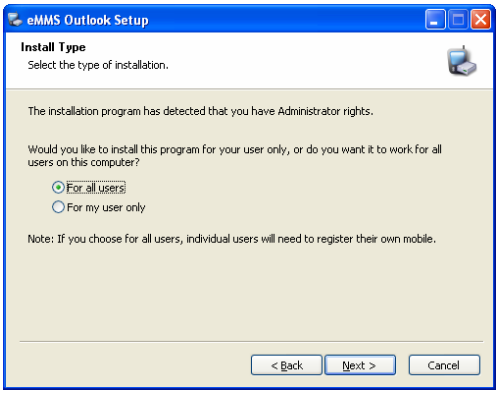
Confirm that you wish to install the program by clicking Next.

Next, you are asked to accept a license agreement. If you agree to the terms, click the tickbox.


eMMS Outlook Setup
License Agreement
Please review the license terms before installing eMMS Outlook.
Press Page Down to see the rest of the agreement.
GENERAL WIRELESS' STANDARD TERMS AND CONDITIONS FOR ITS SMS CLIENT SERVICES
These standard terms and conditions apply between General Wireless and the Partner as soon as they sign the Agreement regarding SMS Client Services.
1. Definitions
In addition to the definitions set forth in the Agreement regarding SMS Client Services,
If you accept the terms of the agreement, click the check box below. You must accept the agreement to install eMMS Outlook. Click Next to continue.
I accept the terms in the License Agreement
< Back
Next >
Cancel

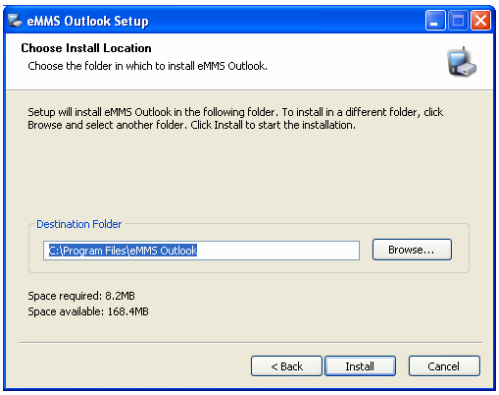
If you have administrator rights on your computer, the following window will be displayed. Here you can specify if you would like to install MO for all users on the computer or only for your own user.

Confirm the selection by clicking Next.


eMMS Outlook Setup
Install Type
Select the type of installation.
The installation program has detected that you have Administrator rights.
Would you like to install this program for your user only, or do you want it to work for all users on this computer?
For all users
For my user only
Note: If you choose for all users, individual users will need to register their own mobile.
< Back
Next >
Cancel

In the next window, you may change the folder where MO is installed. If you wish to change the folder, click Browse and select the destination folder.

Confirm the destination folder by clicking Install.


eMMS Outlook Setup
Choose Install Location
Choose the folder in which to install eMMS Outlook.
Setup will install eMMS Outlook in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.
Destination Folder
C:\Program Files\eMMS Outlook
Browse...
Space required: 8.2MB
Space available: 168.4MB
< Back
Install
Cancel

The installation program now installs MO in your computer. This takes a few seconds. When the installation is done, click Finish and you are ready to register an account to use the service.

2.4 Registration

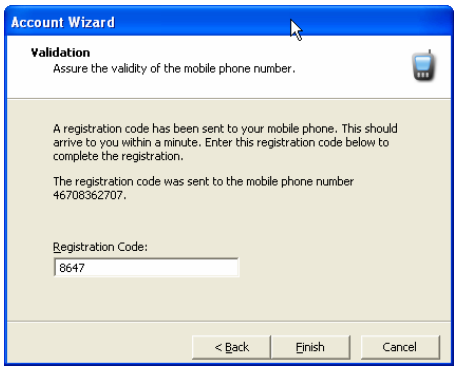
The first time you start Microsoft® Outlook® after installing the program, a wizard opens where you will be able to open a user account.

The appearance of the Open Account wizard may vary from this example. You will have to enter information, such as your Mobile Phone Number, your Country, and your E-mail address. This will either be your personal information or information that has been supplied to you when you received the program.

Account Wizard
Open Account
This wizard will help you to open an account.
In order to send SMS messages you need to open an account.
Enter your mobile phone number below with which you would like to open the account.
Mobile Phone Number:
0701234567
Country:
Sweden
Enter your email address below if you want to be able to receive SMS messages into your inbox.
Email Address:
tim.jones@generalwireless.se
Next >
Cancel

Enter the information and click Next.

The program now verifies the supplied information with the server. If you entered your Mobile Phone Number, an SMS message will be sent to it containing a Registration Code. You will be asked by the program to enter this code. Do so, and click Finish.


Account Wizard
Validation
Assure the validity of the mobile phone number.
A registration code has been sent to your mobile phone. This should arrive to you within a minute. Enter this registration code below to complete the registration.
The registration code was sent to the mobile phone number 46708362707.
Registration Code:
8647
< Back
Finish
Cancel

As a last confirmation of the registration, an E-mail will be sent to your E-mail address. Click OK to finish the registration and verify that an E-mail was sent to your inbox within a reasonable amount of time. If not, go to Options, Register Accounts and reregister the E-mail address again.

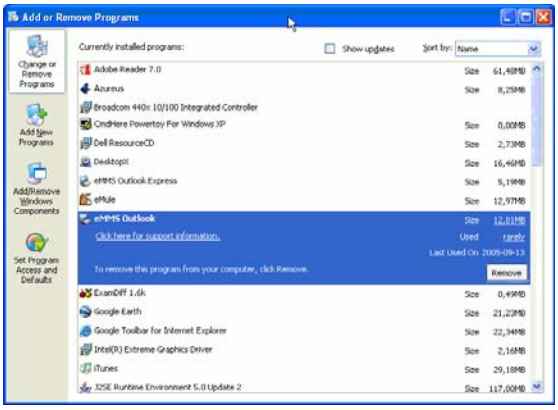
You have now opened the account, and can start using the MMS and SMS features.

2.5 Uninstall

First, make sure that you have closed Microsoft® Office® before uninstalling.
In the **Start Menu**, choose **Settings** and then **Control Panel**. This will open the Control Panel.

Double click the icon **Add/Remove Programs**.

A dialog box containing a list with all installed programs is displayed in alphabetical order. Click the row that says MO.



The row expands, and more information about the program is displayed. Click the **Remove** button, and confirm that you want to remove the program. The Add/Remove Programs dialog box might look a bit different on your computers, depending on what Windows version you have.

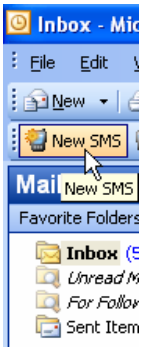
3 SMS functionality

3.1 Send SMS

3.1.1 Access the SMS windows

To create an SMS message, you open a New SMS window. There is a multitude of ways to do this, examples:

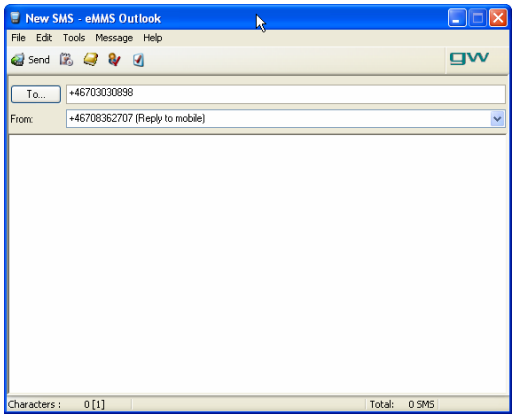
- In Outlook, click on the New SMS button in the toolbar:



- Click the New button on the Outlook toolbar and select New SMS in the dropdown list.
- Select **Tools -> eSMS Outlook ->New SMS from the main menu in Outlook.**
- Select **File -> New ->New SMS**
- Select **Actions -> New SMS**

3.1.2 Select a recipient

Enter the mobile phone number to which you would like to send the message in the field next to the To button. The number can have an arbitrary format. If the number does not originate in the country you have set as your home country (see the Options section), the number must be entered in an international format with a “+” character followed by the country code.



If you want to send the message to more than one recipient, you can enter more than one phone number. Just separate the numbers with a semicolon or comma

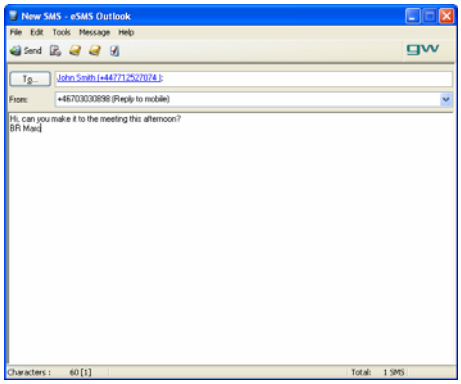
You can also choose a recipient from your Microsoft® Outlook® address book. To do so, click the To button, or select Tools -> Address Book in the New SMS window. A dialog box with your contacts appears where you can choose one or more contacts as recipients for this SMS. You can also select distribution lists as recipients.

The insertion of a recipient name and mobile number can be done more rapidly using one of three methods: write the first character/s in the name and press Tab, Ctrl-K or pressing the Check Names button.

NOTE: Contacts without an e-mail address will not be shown in the list presented when pressing Ctrl-K.

3.1.3 Enter the message

Enter the message in the large area below the sender field.



The maximum length of a message is 160 characters. You can, however, enter a longer message that will be split up into several messages of 160 characters each.

The number of characters and the number of messages you have entered are displayed on the status bar in the bottom of the window.

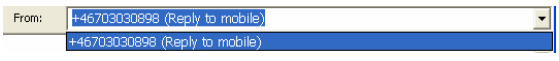
3.1.4 Send the message

Click the **Send** button to send the message.

3.2 Change sender

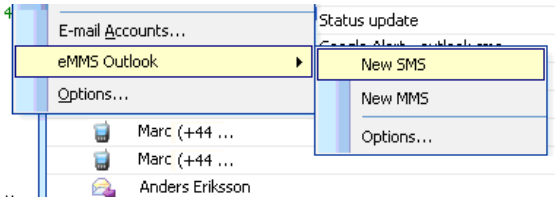
By default, your mobile phone number is normally used as the sender of a message. This enables the recipient to recognize the sender of the message and also provides the ability to reply.

If the operator supports Reply to Inbox, this function is selected in the **From** field before you send the message.

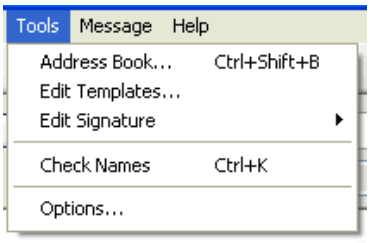


3.3 Outlook's Tools Menu

Several functions in MO, such as create new SMS and options can be reached from the Outlook **Tools** menu.



3.4 The SMS Tools menu



In any **New SMS** or **Sent SMS** window, there is a **Tools** menu containing several commands specific to MO. These commands are as follows:

Address Book – This command opens your Outlook address book and allows you to select recipients from it for the SMS message you are composing.

Edit Templates – This command allows you to create and manage templates. For more information about templates, see the **Templates** section.

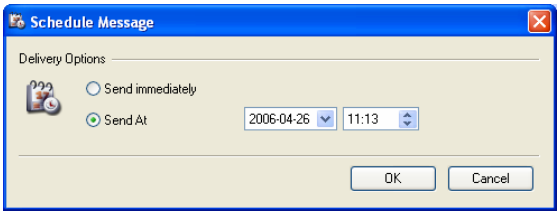
Edit Signature – This command allows you to edit the signature that the system automatically includes in the SMS messages you compose. For more information about signatures, see the **Signatures** section.

Check Names – You can enter part of a name that exists in your Address Book in the **To** field, and then use this command to fetch the record and include the mobile phone number in the **To** field. You can also access this function by pressing **Ctrl-K**, or by clicking on the button in the toolbar in the **New SMS** window.

Options – This command opens the **Options** window to allow you to view and edit the options associated with your user account. For more information, see the **Options** section.

3.5 Scheduling of messages

MO allows you to schedule a message for later delivery. To do this, either click on the button in any **New SMS** window or select **Message → Schedule Message.** A **Schedule Message** window opens.



This window offers two primary options in the main radio box: *Send immediately* and *Send At.* The *Send immediately* option is selected by default; it sends the SMS message as soon as you click on the **Send** button in the **New SMS** window. To schedule the message for later delivery, click on the *Send At* option and then use the date and time fields to specify the time at which the message should be sent.

When you are done, click on **OK** to save any changes you have made in this window, or on **Cancel** to abandon your changes.

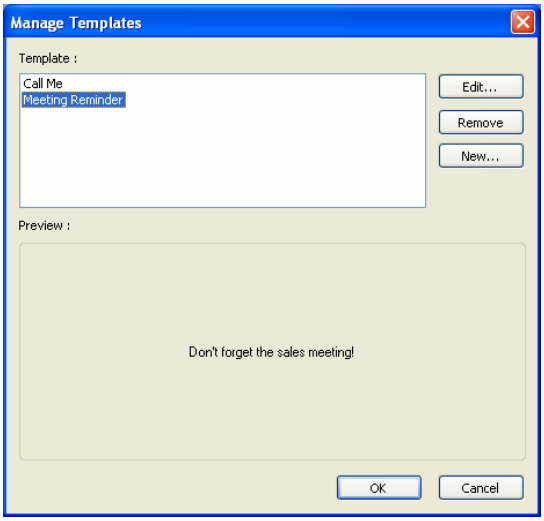
3.6 Templates

MO provides the ability to store predefined message templates (SMS Only). This spares you from having to retype phrases that you use frequently. Examples might include ”I will call you back,” ”I will meet you at,” ”I will be home by.” This gives you a head start on entering messages.

3.6.1 To create a template

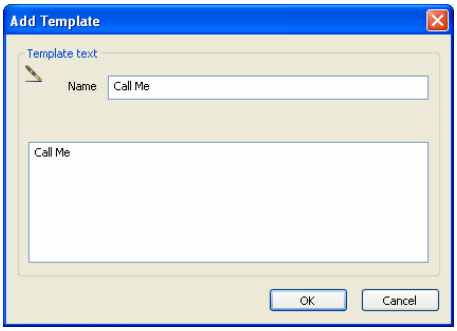
To use a template, select **Message → Insert Template** in any **New SMS** window and select the desired template from the sub-menu.

To create or edit a template, select **Tools → Manage Templates** in any **New SMS** or **Sent SMS** window. The **Manage Templates** window opens.



3.6.2 Add template

To create a new template, click on the **New** button at the upper right corner of the window. The **Add Template** window is displayed.



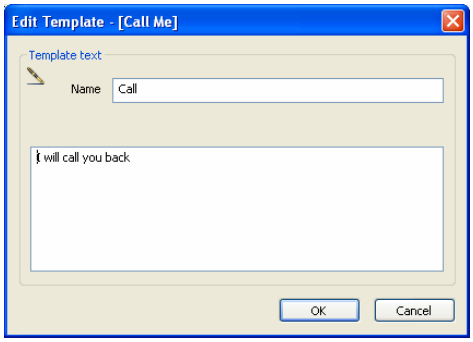
Simply enter an appropriate name for the template in the **Name** field, and then enter the text for the template itself in the large text box. The maximum length of the template name is 32 characters and the template itself is the same as for an SMS.(160 or longer depending on operator).

When you are done, click on **OK** to save the new template, or on **Cancel** to abandon your changes. The system returns you to the **Manage Templates** window. If you chose to save the new template, it will be displayed in the **Edit Templates** window.

Note that it is possible to add several templates with identical names.

3.6.3 Edit template

To edit an existing template, select that template in the list in the **Manage Templates** window, then click on the **Edit** button at the right. The **Edit Template** window is displayed.



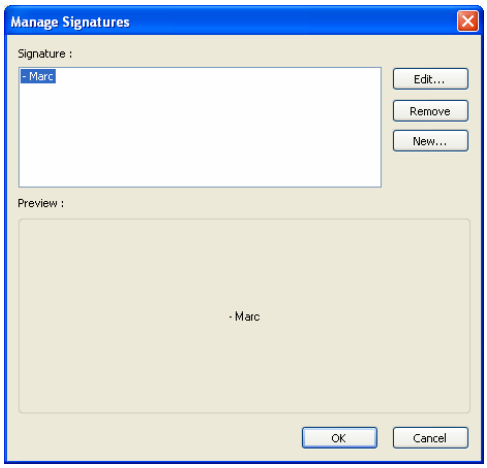
Make any desired changes to the name and text of the template, then click on **OK** to save your changes, or on **Cancel** to abandon them. The system returns you to the **Manage Templates** window. If you chose to change the name of the template, your changes will be reflected in the **Edit Templates** window.

3.6.4 Delete template

To delete a template, select that template in the list in the **Manage Templates** window, then click on the **Remove** button at the right. The system displays a warning message, asking you to confirm that you wish to delete the template.

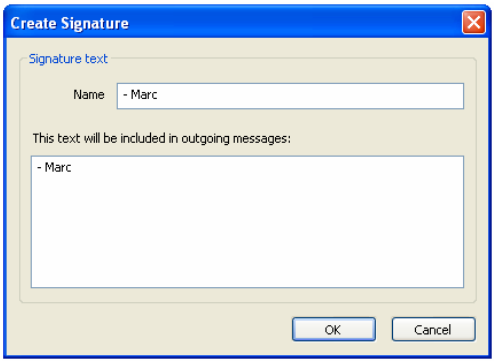
3.7 Signatures

A *signature* is text that can be automatically inserted at the end of every SMS message you compose. You can have a separate signature for each sender you are allowed to use in MO (Reply to Mobile or Reply to Inbox). To create or change your signature, in any **New SMS** or **Sent SMS** window, select **Tools → Edit Signature.** The **Manage Signature** window is displayed.



3.7.1 Create signature

To create a new signature, click on the **New** button at the upper right corner of the window. The **Create Signature** window is displayed.

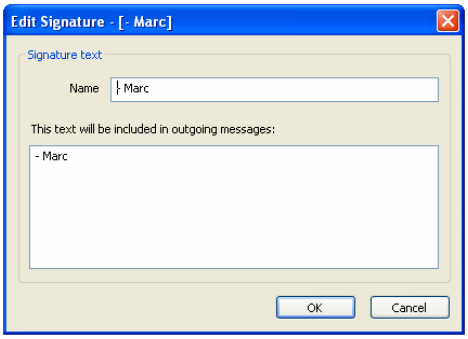


Simply enter an appropriate name for the signature in the **Name** field, and then enter the text for the signature itself in the large text box. The maximum length of the signature name is 32 characters and the signature itself is the same as for an SMS.(160 or longer depending on operator)

When you are done, click on **OK** to save the new signature, or on **Cancel** to abandon your changes. The system returns you to the **Manage Signatures** window. If you chose to save the new signature, it will be displayed in the **Edit Signatures** window.

3.7.2 Edit signature

To edit an existing signature, select that signature in the list in the **Manage Signatures** window, then click on the **Edit** button at the right. The **Edit Signature** window is displayed.



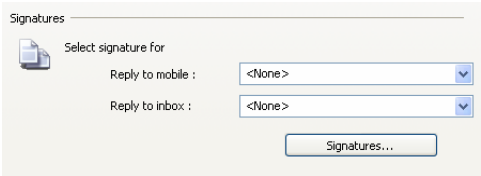
Make any desired changes to the name and text of the signature, then click on **OK** to save your changes, or on **Cancel** to abandon them. The system returns you to the **Manage Signatures** window. If you chose to change the name of the signature, your changes will be reflected in the **Edit Signatures** window.

3.7.3 Delete signature

To delete a signature, select that signature in the list in the **Manage Signatures** window, then click on the **Remove** button at the right. The system displays a warning message, asking you to confirm that you wish to delete the signature.

3.7.4 Activate a Signature

To activate the signature, go to **Options → SMS**. There it is possible to select the same or individual signatures per message type: Reply-to-mobile or Reply-to-inbox.



3.8 SMS reminders

When you create an appointment in the Outlook calander for which you have enabled a reminder, you can choose to receive the reminder as an SMS message as well. The SMS reminder function is available for users with Outlook 2003 Service pack 2, or above (it's not available for users with Outlook 2000).

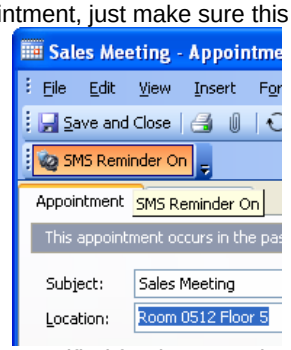
3.8.1 Activate the reminder functionality

The reminder functionality is only available if it is activated in the **General** tab of the **Options** window. See the **Options** section of this guide for more information.

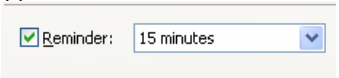
Note: the General tab is not available for users with Outlook 2003 Service Pack 1 or below.

3.8.2 To set a reminder for an appointment

In the appointment toolbar in Outlook there is a new button marked **SMS Reminder On** or **SMS Reminder Off**. To receive an SMS reminder for the appointment, just make sure this button shows **SMS Reminder On**.


Sales Meeting - Appointme
File Edit View Insert For
Save and Close
SMS Reminder On
Appointment SMS Reminder On
This appointment occurs in the pas
Subject: Sales Meeting
Location: Room 0512 Floor 5

The reminder will be sent at the same time specified for the normal Outlook reminder, and the message will contain as much information about the appointment as can fit in one SMS message.



SMS reminders will be sent for the following occasions if they are located 30 minutes or more into the future:

- When scheduling a Calendar appointment(recurring/nonrecurring)
- When accepting a Calendar invitation (recurring/nonrecurring)

Note, when changing the details, removing the appointment or declining an invitation, MO makes best effort to change SMS reminders accordingly. The changes in the Outlook calendar are not guaranteed to be reflected when the message is sent out.

As with scheduled messages (see **Scheduling messages**), the SMS reminder is stored on the central message server for delivery at the appropriate time as well as in your *SMS/MMS Outbox* folder.
If you have no connection to the server when you schedule the reminder, you will receive a warning to this effect. The reminder will be stored in your *SMS Outbox* folder, and MO will continue to try to contact the server and send the message to the server for storage.

Note: If MO is unable to contact the server before the scheduled time for the reminder to be sent, no SMS reminder will be sent

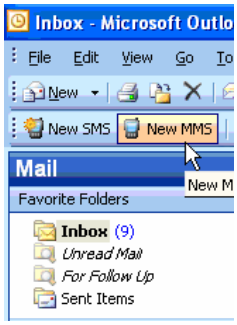
Note: When creating a recurring appointment, an SMS reminder is only created for the first appointment. The subsequent SMS reminders are created at the moment when the appointment reminder is generated and the user dismiss or snooze the appointment.

4 MMS functionality

4.1 Send MMS

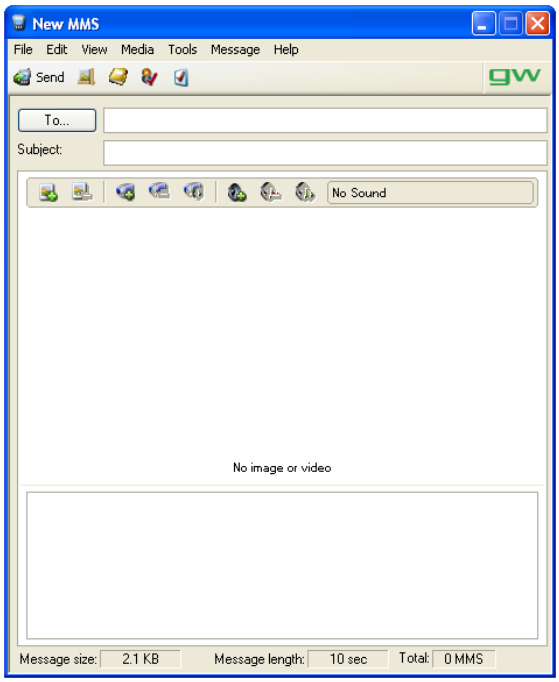
To create an MMS message, you open a New MMS window. There is a multitude of ways to do this.

- In Outlook, click on the **New MMS** button in the toolbar.



- Click the **New** button on the Outlook toolbar and select New MMS in the dropdown list.
- Select **Tools → eSMS Outlook → New MMS** from the main menu in Outlook.
- Select **File → New → New MMS**
- Select **Actions → New MMS**

A New MMS window opens.

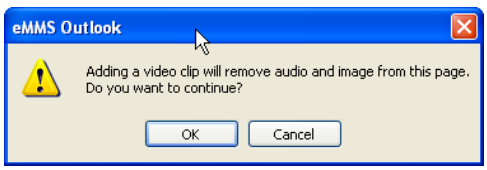


*Note that the contact-handling functions (Address Book, groups, etc.) described in the **Sending an SMS Message** section also apply when you send an MMS message.*

4.2 Simple Mode – Single-Page MMS

Shown above is *Simple Mode*, for sending single-page MMS messages. You can also select *Advanced Mode*, which allows you to compose and send multi-page MMS messages. Advanced Mode is described later in this section. If the New MMS window opens in Advanced Mode, you can switch to Simple Mode by selecting **View | Simple Mode** from the main menu of the New MMS window. The next time you open a New MMS window, the system remembers which mode you used last and opens the new window in that mode.

NOTE: On each page of an MMS, you can include an image or a sound file (or both), or you can include a video file. You cannot combine a video file with neither an image file nor a sound file. If you try to do so, you will get a confirmation message similar to this one:



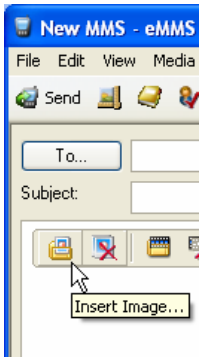
To add the new file (and remove the other file[s] as indicated), click on **OK**. To avoid adding the new file and removing the other file(s), click on **Cancel**.

NOTE: When you add a multimedia file to an MMS, it is re-encoded as Base64/ASCII, which causes its size to increase by 30-40%. For example, adding a sound file that is 10 KB in the Windows file system in size will increase the size of the MMS by 13-14 KB.

4.2.1 Insert of images

MO supports at least JPG, GIF and BMP image formats. Depending on Windows configuration, more formats may be supported such as TIFF, PNG etc. To include a still image in your MMS, do one of the following:

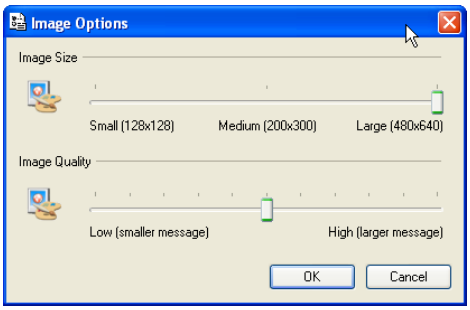
- Click on the **Insert Image** button at the top left of the media preview area. Select Media | Insert Image from the main menu in the New MMS window. MO opens a standard Windows file selection window, allowing you to locate and select the image file you want to include.



- Drag and drop of image files is supported from various locations in Windows: Desktop, Explorer, Outlook/Outlook Express e-mail attachments etc. The dragged image must be dropped on the area where images are shown.

4.2.2 Change size of images

Select **Message | Image Options** from the main menu in the New MMS window. The **Image Options** window is displayed.



Use the **Image Size** slider to set the *maximum* size of the image you will send in your message. If the image file you select to send is larger than the size you set here, it will be scaled down to this size. If it is smaller, it will *not* be resized; the image will retain its original size.

NOTE: An image larger than the selected maximum size will be resized so that it *fits into* the selected maximum size. The proportions will be maintained so that the image is not distorted.

Examples:

- If you have selected Small (128x128) as the maximum size and you add an image that is 400x200 pixels, it will be scaled down to 128x64.
- If you have selected Large (480x640) as the maximum size and you add an image that is 400x200 pixels, it will not be resized – it fits in the Large size without resizing.
- If you have selected Large (480x640) as the maximum size and you add an image that is 800x400 pixels, it will be scaled down to 640x320 pixels (to maintain the proportions, where the image is twice as long as it is wide; 640x320 is the largest image with those proportions that will fit in 480x640 pixels).
- If you have selected Large (480x640) as the maximum size and you add an image that is 800x800 pixels, it will be scaled down to 480x480 pixels. (The image must be maintained as a square, and 640x640 would not fit in the large size; 480x480 is the largest square that will fit.)

Use the **Image Quality** slider to set the image quality level of the image you will send in your message. Be aware that there is a tradeoff between quality and file size: higher quality provides sharper, more attractive images, but it also results in larger file sizes, which means your message will be larger and more data will be transmitted across the network when you send the message. The **New MMS** window displays the image at the size and quality you have selected, giving you an idea of how it will look to the recipient.

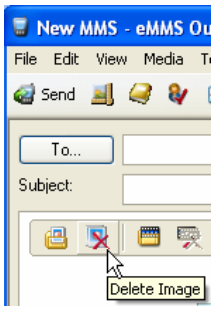
NOTE: Some mobile networks further resize images to fit the display of the recipient's mobile handset, so there is no guarantee that what you see in the **New MMS** window is what the recipient will actually see.

NOTE: All images will be converted to JPG prior to sending. Animated GIFs are not supported.

4.2.3 Delete Image

To delete the selected image from your MMS, do one of the following:

- Click on the **Delete Image** button at the top left of the media preview area.



- From the main menu, select **Media | Delete Image.**

4.2.4 Insert Video Clip

MO supports the 3GP video file format. To insert a video in your MMS, do one of the following:

- Click on the **Insert Video Clip** button at the top center of the media preview area. Select Media | Insert Video Clip from the main menu in the New MMS window.

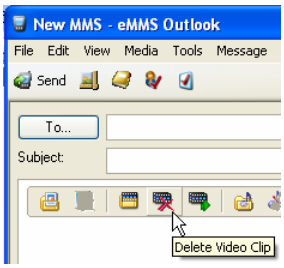
- Drag and drop of video files is supported from various locations in Windows: Desktop, Explorer, Outlook/Outlook Express e-mail attachments etc.
  The dragged video must be dropped on the area where videos are shown.

MO opens a standard Windows file selection window, allowing you to locate and select the video you want to include.

4.2.5 Delete Video

To delete the video clip from your MMS, do one of the following:

- Click on the **Delete Video Clip** button at the top center of the media preview area:



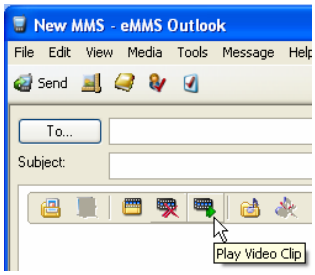
- Select **Media | Delete Video Clip** from the main menu in the New MMS window.
-

The video is deleted from the MMS. If you wish, you can then again select a video to include.

4.2.6 Play Video

To play the video clip you have selected, do one of the following:

- Click on the **Play Video Clip** button at the top center of the media preview area:



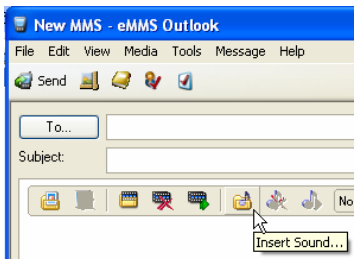
- Select **Media | Play Video Clip** from the main menu in the New MMS window.

To play the video clip, a Media Player supporting 3GP is required, e.g. Real Player. If the necessary software is installed on your computer, Windows will open the video player window and play the video clip.

4.2.7 Insert Sound

MO supports MIDI, AMR and WAV sound formats. To insert a sound file in your MMS, do one of the following:

- Click on the **Insert Sound** button at the top right of the media preview area. Select **Media | Insert Sound** from the main menu in the New MMS window.



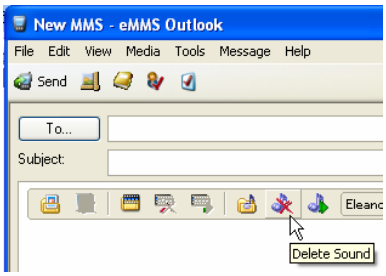
- Drag and drop supported of sound files from various locations in Windows: Desktop, Explorer, Outlook/Outlook Express e-mail attachments etc.The dragged sound file must be placed on the area where sound files are shown.

MO opens a standard Windows file selection window, allowing you to locate and select the sound file you want to include.

4.2.8 Delete Sound

To delete the sound file from your MMS, do one of the following.

- Click on the **Delete Sound** button at the top right of the media preview area.



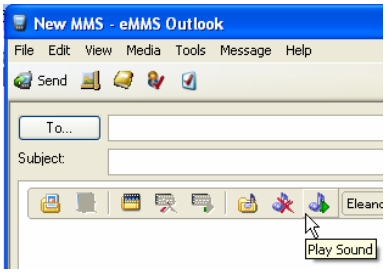
- Select **Media | Delete Sound** from the main menu in the New MMS window.

The sound file is deleted from the MMS. If you wish, you can then again select a sound file to include.

4.2.9 Play Sound

To play the sound file you have included in the MMS, do one of the following:

- Click on the **Play Sound** button at the top right of the media preview area:



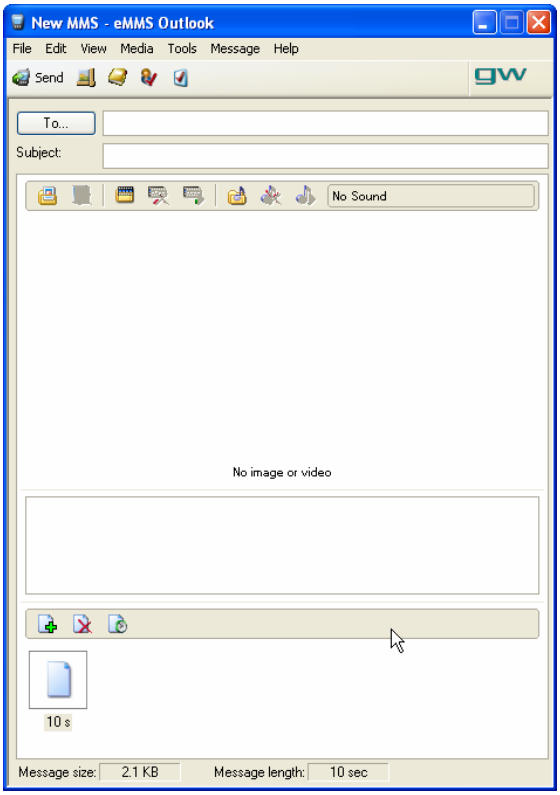
- Select **Media | Play Sound** from the main menu in the New MMS window.

To play the sound file, a Media Player supporting the type of the selected sound file is required, e.g. Real Player. Windows plays the sound file in the separate media player.

4.3 Advanced Mode

Advanced Mode allows you to create multi-page MMS messages. When your message is received, the pages will play back on the recipient's phone in the order you created them in the message, similar to a slide show. To switch to Advanced Mode, select **View | Advanced Mode** in the main menu in the New MMS window. The next time you open a New MMS window, the system remembers which mode you used last and opens the new window in that mode.

When you are in Advanced Mode, you handle each page as described under **Simple Mode**. This section describes only the parts of Advanced Mode that provide functions for multiple pages.

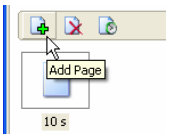


At the bottom of the window is an overall view of the pages in your MMS. In the screenshot above, the message has only one page, which is ten seconds long ("10 s" under the page icon).
NOTE: This page cannot be deleted, because every MMS must have at least one page; if you try to delete the last remaining page, you will get an error message to this effect.
To add an image, video or sound to a page, select that page by clicking on it, and then proceed as described under **Simple Mode** (the previous section). When a page is selected, the center area of the window functions as a media preview area for that page just as it does in Simple Mode.

4.3.1 Add Page

To add a new page to the MMS, do one of the following:

- Click on the **Add Page** button at the top left of the page preview area:



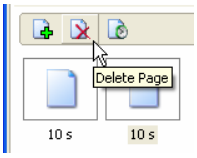
- Select **Media | Add Page** from the main menu in the New MMS window.

A new page is added to the MMS and is shown in the page preview area. The new page is always added to the end of the MMS.

4.3.2 Delete Page

There are two ways to delete a page from the MMS:

- Click on the **Delete Page** button at the top left of the page preview area.



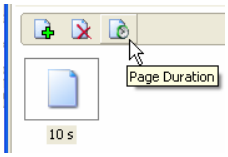
- Select **Media | Delete Page** from the main menu in the New MMS window.

NOTE: This menu option is grayed-out and unavailable if you only have one page in the MMS.
NOTE: Which page you delete depends on whether you have selected a page by clicking on it. If a page is selected, that page is deleted. If no page is selected, the last page of the MMS is deleted.

4.3.3 Page Duration

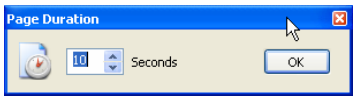
To set the duration of a page (how long the page will play back when the recipient views the MMS), select the page by single-clicking on it, and then do one of the following:

- Click on the **Page Duration** button at the top left of the page preview area:



- Select **Media | Page Duration** from the main menu in the New MMS window.

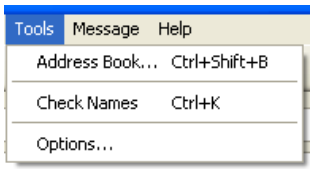
A Page Duration window is displayed.



Here you can either enter a numeric length (in seconds) directly into the field using the keyboard, or use the arrows next to the field to set the length. When you are done, click on **OK**.

*NOTE: Which page you are setting the duration of depends on whether you have selected a page by clicking on it. If a page is selected, that page's duration is changed. If no page is selected, the duration of the last page of the MMS is changed. (This is indicated by a highlighting of the page duration, visible in the screenshot of the page preview area above, where the **Page Duration** button is shown.)*

4.4 The MMS Tools menu



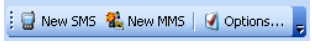
In any **New MMS** or **Sent MMS** window, there is a **Tools** menu containing several commands specific to MO. These commands are as follows:

- ***Address Book*** – This command opens your Outlook address book and allows you to select recipients from it for the MMS message you are composing.
- ***Check Names*** – You can enter part of a name that exists in your Address Book in the **To** field, and then use this command to fetch the record and include the mobile phone number in the **To** field. You can also access this function by pressing **Ctrl-K**, or by clicking on the button in the toolbar in the **New MMS** window.
- ***Options*** – This command opens the **Options** window to allow you to view and edit the options associated with your user account. For more information, see the **Options** section.

5 Options

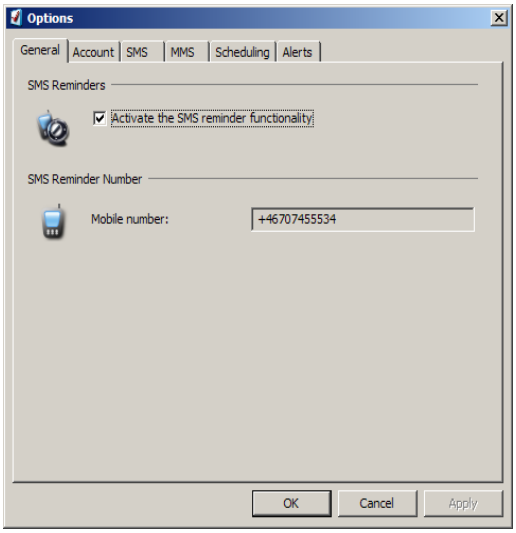
5.1 To access MO options

To configure MO, press the **Options** button on the Toolbar.



Alternatively, select **Tools → Options...** in any MO window, or select **Tools → eSMS Outlook → Options…** in the main Outlook menu.

5.2 General tab



Note: the General tab is not available for users with Outlook 2003 Service Pack 1 or below.

5.2.1 SMS Reminder

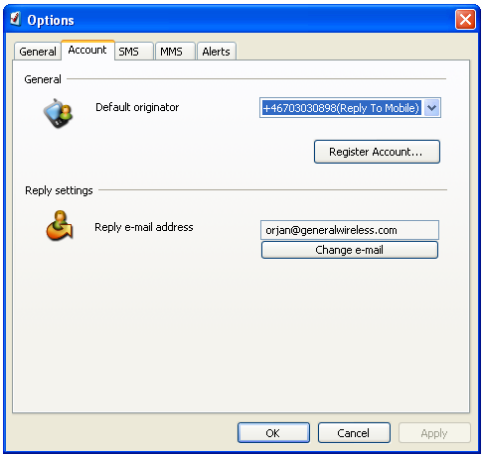
This section contains of one checkbox:

- ***Activate the SMS reminder functionality*** activates the SMS reminder function in MO when you select it. When Selecting the ***Activate the SMS reminder functionality*** means that when you create a new appointment in the Calendar, **SMS Reminder On** will be automatically selected if a reminder is set in Outlook. You can always control the SMS reminder function for any individual appointment using the **SMS Reminder** button on that appointment.
  To disable this function, deselect the checkbox.

5.2.2 SMS Reminder Number

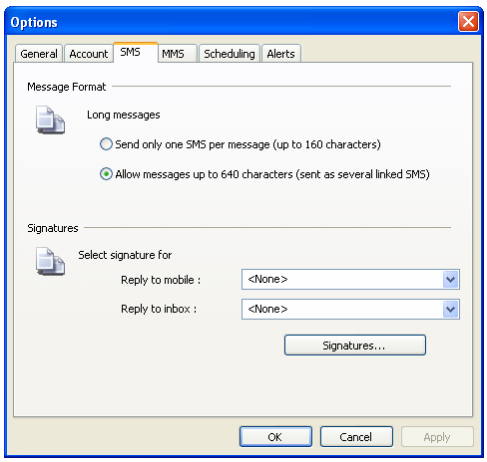
The **SMS Reminder Number** is the number to which SMS reminders should be sent. By default, it is the number you registered with when you registered your MO.

5.3 Account tab



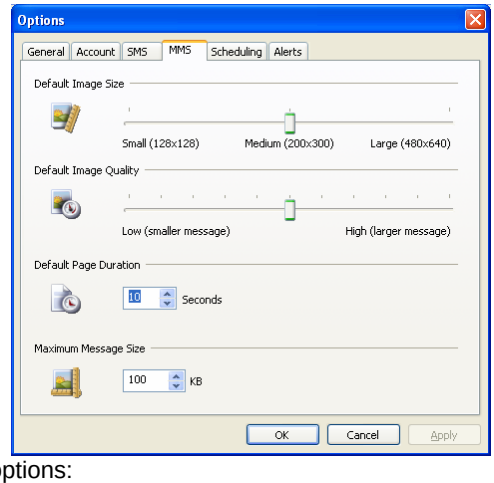
- ***Default originator*** – If enabled, this drop-down list allows you to select what will be used by default as the originator of your SMS messages.
- ***Reply email address*** – If enabled, it is possible to change the email address to the inbox where reply to inbox SMS messages shall be sent to.
- The **Register account…** button lets you register a new MO account without needing to reinstall the application.

5.4 SMS tab



- **Message Format** – Controls the length of the message.
- ***Send only one SMS per message (up to 160 characters)*** – Each message is limited to 160 characters.
- ***Allow long messages (sent as several linked SMS)*** -- If you enable this option, and you send a message that is longer than 160 characters, it will be split up into several SMS messages, each with a length of up to 160 characters.
- **Reply-to-mobile** – Select the Signature that will be inserted when selecting this sender type. If a text already is written, this signature will be appended.
- **Reply-to-inbox** – Select the Signature that will be inserted when selecting this sender type. If a text already is written, this signature will be appended.

5.5 MMS tab



This tab contains the following options:

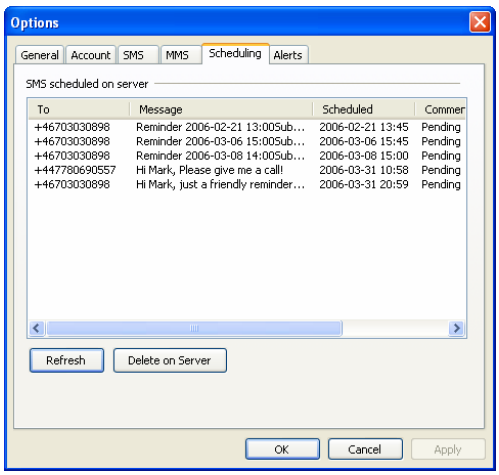
- **Default Image Size**. Use the slider to select the size at which images will be included in your MMS messages by default.

  NOTE: this is the maximum pixel height and width that will be used; smaller images will not be enlarged to the size you specify here. However, larger images will be reduced to the specified size.

This setting can be changed for an individual message. See **Sending an MMS message** for details.

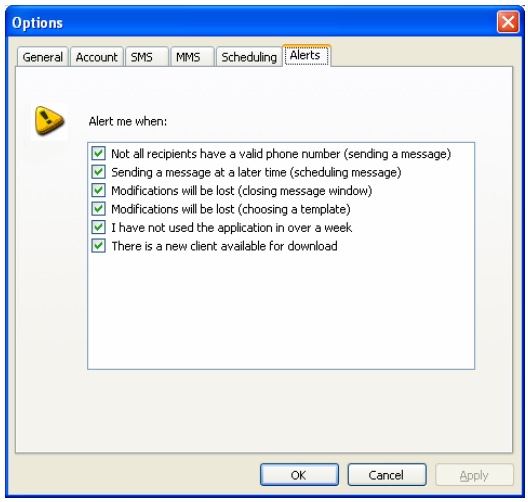
- **Default Image Quality**. Use the slider to select the JPEG quality level at which images will be included in your MMS messages by default. Higher quality results in sharper, more attractive images, but also in larger image file sizes.
- **Default Page Duration.** Select the number of seconds that each page of a multi-page MMS message will be displayed on the recipient's phone, by default. When you are composing a multi-page MMS, the duration of each page can be changed individually.
- **Maximum Message size.** Select the message size to which your MMS messages should be limited. If your MMS provider has a lower or higher limit, change this value to the one offered by your provider.

5.6 Scheduling tab



This tab displays the messages you currently have scheduled on the central message server. To update the list, click on the **Refresh** button. To delete all messages on the server, lick on the **Delete on Server** button.

5.7 Alerts



This tab includes the following checkboxes:

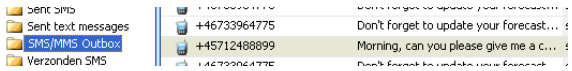
- **Not all recipients have a valid phone number (sending a message)** – If you check this box, MO will alert you when you attempt to send a message and at least one recipient lacks a valid mobile phone number.
- **Sending a message at a later time (Scheduled message)** –If you check this box, MO will alert you when a message is scheduled and will be sent at a later time.

- **Modifications will be lost (closing message window)** – If you check this box, you will be warned when you attempt to close a New SMS window in which you have entered message text but not yet sent the message. The warning will indicate that you are about to lose the message text you have entered.
- **Modifications will be lost (choosing a template)** – If you check this box, MO will warn you if you select a template after entering message text in a New SMS window, because the template text will replace the text you have entered manually.
- **I have not used the application in over a week** – If you check this box, MO will warn you when a week has passed without you using the application.
- **There is a new client available for download** – If you check this box, MO will alert you when a new version of the client application is available for you to download.

6 Message folders and functionality

6.1 Outbox

Messages that you schedule are displayed in your *SMS/MMS Outbox* folder in Outlook. You can view scheduled messages that have not yet been sent on the **Scheduling** tab in the **Options** window; see **Options** for more details.



Also, all SMS reminders that are generated from the Calendar are stored in SMS/MMS Outbox until delivery. All SMS reminders can be edited by opening the event in the Calendar.

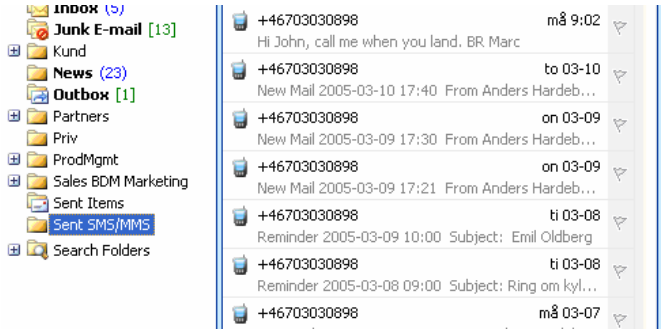
If you are not connected to the server when scheduling a message, you will receive a warning message telling you that you have no connection, and that the message will be scheduled on server when you are connected again. The message is then stored only in your *SMS/MMS Outbox* folder. MO will continue to try to send the message to the central message server.

Note: If MO is unable to contact the message server before the scheduled delivery time for the message, the message will not be sent.

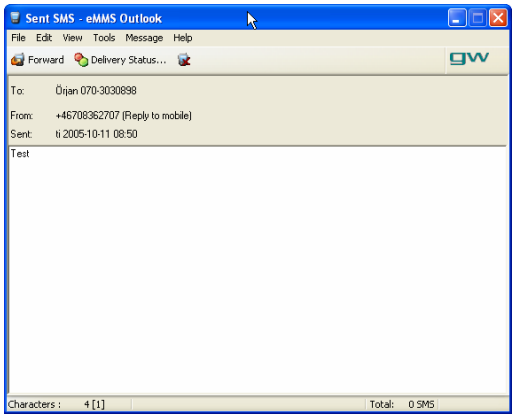
Note: If a calendar appointment with a calendar reminder has been moved the message may get stuck in the SMS/MMS Outbox. The message will be automatically removed the first time Outlook is started 2 weeks after the time the original message should be sent.

6.2 View sent messages

In the Folder List of your Microsoft® Outlook®, there is a new folder called **Sent SMS/MMS**. All the SMS and MMS messages you send are stored in this folder.

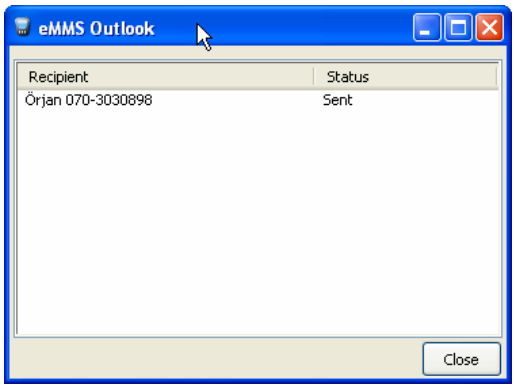


Double-click a message to view its details. A new window containing the details opens.



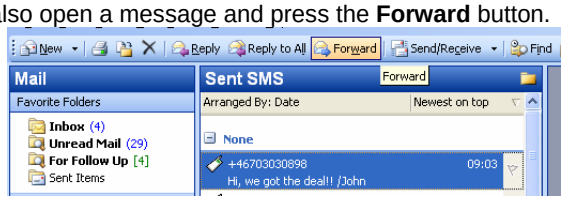
6.2.1 Check message status details

You can check the status of a message by clicking the **Delivery status…** button in the toolbar. Here you can see, for each recipient, whether the message has been sent or not.

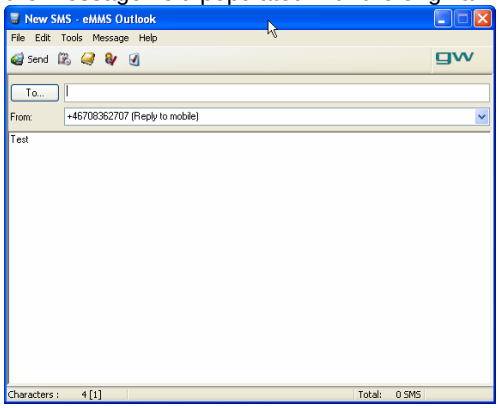


6.2.2 Forward a sent message

You can choose to forward a previously sent message to one or more recipients. In the **Sent SMS/MMS** folder, select the sent message that you would like to forward, then click the **Forward** button in the main Microsoft® Outlook® window. You can also open a message and press the **Forward** button.



A **New SMS** window opens with the message field populated with the original message text.



6.3 Incoming SMS

With eSMS, it is possible to receive SMS replies your e-mail inbox in Outlook. This feature is called Reply to inbox and is selected in New SMS window when composing a message.

6.3.1 Viewing incoming SMS

All incoming SMS messages are received in the inbox. The messages are similar to E-mails but with some differences. The E-mail icon is replaced with a special icon for MO. The sender is the mobile phone number of the person who replied to the message. Each message can be opened in the same way as an E-mail. When opened, it is possible to forward, reply to, delete or perform other functions on the message. It is also possible to mark the message and use the buttons in the Outlook toolbar.

When choosing “Forward” button, the text from the sender follows within the message body.
But when choosing the button “Reply To”, the incoming text message is not transferred in to the message body.

NOTE: Incoming SMS messages cannot be displayed in Outlook’s Preview pane; you must open them in order to view the entire message.

7 FAQ

7.1 Installation

7.1.1 The installation program tells me that Microsoft Outlook® is not my default email application though it is. What do I do?

If the installation program tells you that Microsoft Outlook® is not your default email application you need to change your Internet Options settings.

1. In the Start Menu, choose Settings and then Control Panel. This will open the Control Panel.
   Double click the icon Internet Options.
2. A dialog window containing properties for your Internet will be displayed.
   Click on the tab that says Programs.
3. Click on the drop list for E-mail, select Outlook and click on Apply.
4. Click on the drop list for E-mail again, but this time select Microsoft Outlook and click on Apply.

The installation program will now recognize Microsoft Outlook® as your default email application.

7.1.2 For how long time is my account blocked if I have given a wrong registration code three times?

The account is normally blocked for one hour.

7.1.3 The uninstall program hangs

This may happen for older versions of Outlook if Outlook is still running in the memory. For the installation program to finish, you need to kill the cleanup program. Do the following:

1. Open Task Manager by pressing Ctrl + Alt + Del.
   Select the item Task Manager from the menu that appears.
   The Task Manager window now opens and shows all programs running on your PC.
2. Select the tab Processes.
3. Select the entry GWExtensionInstaller.exe.
4. Press the End process.

Now the uninstall program will finish.

7.2 General

7.2.1 How do I configure my firewall to permit MO to send SMS messages?

To be able to use MO it is important that your firewall is configured correctly.
Make sure to configure your firewall in such a way that the application Microsoft Outlook® is permitted to use incoming and outgoing HTTP through both the port 443 (secure HTTP) and the port 80 (normal HTTP). Please contact your local network administrator or refer to the manual of your firewall on how these settings are made.

7.2.2 Is an SMS from MO different for the recipient of an SMS?

No, the SMS will look the same as if you had sent it from your cell phone. If you have chosen to activate the function “Reply to Inbox” (please see the User Guide), the number shown as senders (you) will be a suit number for the inbox.

7.2.3 What can I do if my computer gets stolen with MO installed on it?

Our advice to you in this moment is that you contact your service provider who can lock your cell phone number and then no SMS can be sent from your account.

7.2.4 Why does the button not appear in my Outlook Express?

MO does not support Microsoft Outlook® Express. If you operator offers the MO Express PC client, it can be installed on the same computer as MO.

7.2.5 My Outlook is very slow after I installed your program, what is wrong?

Outlook can sometimes be slower when external programs are installed. This error is known by Microsoft (Knowledge base ID 268978) but currently it can only be helped by manually removing two files. After removing the files, they are created again but emptied.
Please remove the following two files
<drive>:\Documents and Settings\<user>\Application Data\Microsoft\Outlook**outcmd.dat**
<drive>:\Documents and Settings\<user>\Local Settings\Application Data\Microsoft\Outlook**extend.dat**

7.3 Using MO

7.3.1 Why can I not see some of my contacts I have added myself?

When creating Contact sub-folders, there is a possibility that the folder has a general setting that disables the contacts from being visible when creating e-mails as wells as SMS. To examine this:

1. please mark the folder containing the contacts you are missing,
2. right-click on the specific Contact folder and select **Properties.**
3. In Properties, select **Outlook Address Book** tab and verify that the tick box for “**Show this folder as an e-mail Address book**“ is selected.

7.3.2 Even though a contact has a mobile number, MO only presents a contact without number when I write the name and use “Check Names”

Outlook can be connected to several address books; Contacts (local list in Outlook), Global Address List (in Exchange e-mail server) etc and contacts can be duplicated. If a contact is available in several address books but only one of the contacts contains a mobile number, it might happen that MO picks the contact without mobile number and displays an error. This is due to the fact that Outlook and MO search address books in a particular order and takes the first contact item it finds. The exact order is defined in **Tools/Address Book** and then selecting **Tools/Options** in the Address book.

7.3.3 After I have scheduled a message, can I turn my PC off?

Yes. Normally, every scheduled message is stored centrally and the computer can hence be turned off. If, for some reason, MO cannot connect to Internet and the server, the message will be stored locally on the PC.

These messages will not be sent when computer is turned off. The status of each message, stored on server or stored on PC, can be viewed in **Sent Message** folder by opening the message and selecting **Status**.

7.3.4 How can I turn off the information balloon showing information about updating the client?

The right-hand corner balloon is shown because it displays important information to the user. It is always recommended to download and install a new version when this information is shown in the balloon. The version might offer new functionality or improved security.

It is possible to turn the balloon off from the **Options Alerts** setting.

7.3.5 How can I see the status of my sent SMS messages?

All status of the sent SMS messages can be seen by viewing the sent messages in the Sent SMS folder, see the View sent messages topic above.

7.3.6 Can I send SMS to someone that doesn't have the same service provider as me?

Yes.

7.3.7 Can I send a SMS with my number as a hidden number?

No, your mobile number will be displayed as the sender of the SMS, even if you have a hidden number or use commands such as ***hn#** in the message.

7.3.8 Can I use MO to vote in competitions etc?

No, you can't use MO to vote or order for example icons from the internet.

7.3.9 Can I send SMS to mini call?

No, it is only possible to send messages to mobile phones.

7.3.10 How long messages can I write per SMS?

This is configurable by the operator but often but often 612 characters or four SMS.

7.3.11 How many receivers can I send SMS to via MO per SMS?

This is configurable by the operator but often it is limited to 400 receivers at one time.

7.3.12 Someone has sent a SMS via MO to me. Can I reply that SMS immediately?

Yes.

7.3.13 Can I receive answers on SMS in the computer instead of the cell phone?

Yes, when creating a new message you can set the **From** field to Reply-to-inbox. Please see the User Guide for further information.

7.4 Composing and Sending MMS

7.4.1 How are large images resized to fit mobile phones?

Images of any size can be added to an MMS. The images will be resized to fit either the maximum width or maximum height but the proportions are always kept. Theses maximum values can be added via **Image Options** windows.

The exact limitation is depending on the proportion of the image. Example: if the image is 600x1280 and the limitations 480x640 are set in the application, the opened image will be downscaled to fit the width 640 thus giving the image the size 300x1280.

7.4.2 I attach an image taken by my mega pixel camera, but when inserted to MO it's only 10kB in size, how come?

All images are downsized for two reasons; firstly the operator can only allow sending multimedia messages up to a certain size, e.g. 100 kB and secondly a mobile phone has limited screen sizes. There is no point in sending Mega pixel images to a mobile phone.

7.4.3 I send an MMS from my PC, but my friend only receives an SMS, why? I attach a video clip in the MMS, but it's never displayed in the recipient' phone, why?

For some reason, your friend's mobile phone could not receive the multimedia content. The reasons could e.g., be that the mobile phone is not MMS-enabled or the MMS contains content that cannot be displayed in the mobile phone, e.g. video clips. When this happens, the operator will send an SMS with a link to a web page where the message can be displayed.

7.4.4 Why is there no preview function in the client so that I can see how my MMS will look in the recipient's phone?

MO does currently not offer a preview function. To preview with the exact look-and-feel of a mobile phone, phone-specific data is required and that information can only be obtained by uploading information into MO.

Since new mobile phones are introduced at a very high rate, it would be required to frequently update MO with new phone-data and that is not considered to be a suitable solution for most MO users.

7.4.5 What image formats is supported?
GIF, JPG and BMP

7.4.6 What sound formats is supported?
MIDI, AMR and WAV

7.4.7 What video formats is supported?
3GP which is a standardized video format within the mobile industry.

7.4.8 Why is there a maximum limit on the messaging size?
Yes, it is configured by the operator and is typically between 100 kB and 300 kB.

7.4.9 How do I send an MMS with more than one image?
Choose **Advanced Mode**, via **View** menu selection, and add a new page via the **Add Page** button in the lower part of the **New MMS** window.

7.5 Error Messages

7.5.1 I get an error message during the registration process stating "The service could not be located on the Remote Host.". What do I do?
If you have gotten the error message "The service could not be located on the Remote Host." during the registration process you have a firewall that is set to block incoming and/or outgoing HTTP traffic. See the firewall configuration topic above to configure your firewall correctly for MO.

7.5.2 When I have selected one or more contacts from the address book and pressed Ok I get an error message stating "Unknown recipient type."

If you have gotten the error message "Unknown recipient type." when selecting one or more contacts from the address book, it is most likely that one or more of the contacts you have selected do not have an email address. The address book that MO uses is actually the Outlook address book and Outlook requires that each contact has an email address.

7.5.3 "Invalid AccountId/Password" when I try to send an SMS?
When MO is installed, it is tightly connected to your Windows account. If your Windows account is altered somehow, for example due to a reinstallation, then the MO must be re-registered.
To re-register, enter the Account Options dialog (see SMS Options) and press the button Register Account... Then follow the instructions.

7.5.4 “Member Not Found” when selecting SMS in my Inbox or in Sent SMS folder
This is most likely caused by a Microsoft software called Business Contact Manager (BCM). It is possible to open received or sent SMS but the error messages will remain as long as BCM is installed. The error message is generated by the BCM software and cannot be solved by updates from General Wireless.

7.6 How to retrieve log files

When reporting errors, it is often important to that log files are distributed together with the error report to simplify fault tracing. Attach the log files as attachments to the e-mail.

Please perform the following steps.

1. Recreate the problem.
2. Close Outlook. Do not start Outlook again until item 5 below has been completed.
3. Go to Start->Run.
4. Enter %temp%.
5. Copy everything in the folder "General Wireless" to e.g. the Desktop.
6. Send the above (item 5) to the support of this application.

8 Trouble shooting

The sent SMS/MMS does not arrive.

CAUSE

- The User has not specified the mobile phone number correctly.
- The User does not have sufficient balance on his account.
- There is no roaming agreement between the sending operator and the receiving operator.
- The recipient's mobile phone SIM card is full.
- There is congestion in the GSM network causing delays in the arrival of the SMS/MMS.

SOLUTION

Go to the **Sent Messages** folder and find the SMS/MMS that did not arrive. Can you find the SMS/MMS?

- **Yes**
  Open it and find the number of the recipient that the SMS/MMS did not arrive to. Double-check the number together with the User. Is it correct written?
  - **Yes**
    Click on the **Delivery Status** button. Does it say **Insufficient balance** in the Status column for the number in question?
    - **Yes**
      The User does not have sufficient balance to send the SMS/MMS. He has to buy more messages before trying to send the SMS/MMS again.
    - **No**
      The error could be one of the following:
      - There is no roaming agreement with the operator to which the recipient mobile phone number belongs. The User can't send SMS/MMS messages to this number.
      - The recipient's mobile phone SIM card is full. The user must delete a few SMS/MMS messages from the inbox in order to receive more.
      - There is a problem with the MMP server. Contact General Wireless and be ready to hand out the recipient phone number and the time of the incident.
  - **No**
    Either it was just a typing mistake, or maybe the default home country is not configured correctly, why the number was interpreted incorrectly. Go to **Tools→Options** and check the **Default Home Country** setting.
- **No**
  Guide the User step by step through sending another SMS/MMS. After sending it, does it appear in the **Sent Messages** folder?
  - **Yes**
    Probably the User did something when sending. If the error reoccurs and it is not a user error, contact General Wireless.
  - **No**
    Contact General Wireless.

Could not establish a connection with the server.

CAUSE

- The User does not have connection to the Internet.
- The User does not have the correct DNS settings.
- The User has a firewall somewhere between MO and the Internet that is blocking the communication. The client does outgoing TCP/IP requests on port 443 (HTTPS protocol).

SOLUTION

Try to access an Internet web page with Internet Explorer, like for instance www.microsoft.com. Make sure the attempt is not on an Intranet page. Does it work?

- **Yes**
  Does the User have a firewall installed on the computer?
  - **Yes**

Tell the User to configure the firewall to allow outgoing TCP/IP communication from Microsoft Outlook on port 443. Since the User has a firewall installed, probably he knows also how to configure it.

- **No**
  Tell the User to ask the System Administrator to open up the firewall for use of HTTPS.

- **No**
  In order to use MO the User must have access to the Internet.